

DIFFERENTIATING YOUR MITEL SOLUTION WITH CALL RECORDING & ANALYTICS

Why is recording important to your customers?



Compliance

In regulated industries organisations have to record and retain every customer interaction.



Risk

When transacting business over the phone recording can help to reduce risk.



Experience

By monitoring interactions companies can manage the customer experience.



Insights

Each captured conversation can provide invaluable insights to drive the business forward.

Why Liquid Voice puts you at an Advantage

Proven

We currently have 200+ deployments of our Recording & Analytics solutions fully integrated into Mitel platforms worldwide spanning many sectors including Financial Services, Contact Centres and the Public Sector.

Partnership

We are a Mitel Advanced Development Partner under the Mitel Solution Alliance. We work closely with the Mitel team to seamlessly integrate our solutions.

Leading solution

We don't like to blow our own trumpet but our solution is pretty good. It is feature rich, leading the market in analytics and more importantly it is scalable, flexible & robust.

Deployment Flexibility

We have a multi-tenanted solution that will fit in your cloud alongside Mitel. Alternatively we can manage it for you in our cloud or even deliver an on-premises solution.

One Solution, Three Flavours

Public Safety



SmartEvidence

We are helping public safety operators to capture and reconstruct every incident and push vital information to those who need it.

Capital Markets



SmartCompliance

We help trading rooms to ensure that every transaction is compliant and ethical and we can do this in real-time

Contact Centres



SmartExperience

We help contact centres to capture every omni-channel interaction ensuring quality and analysing the customer experience.

The Value We Add



Capture

We can record every interaction, voice, video, SMS, Chat or email.



Index

We tag recordings with associated data to simplify search & replay.



Analyse

We transcribe and have smart analytics to spot trends & deliver insights.



Act

We use workflow to push insights and actions to those who need them.

A Feature Rich Solution

Voice & Video Recording

Screen Recording

Text-Based Capture

Self-Service Capture

CRM Integration

Data Tagging

Compliance Management

Vulnerability Detection

Quality Management

Legacy Data Consolidation

Recording Encryption

PCI DSS Compliance

Speech Analytics

Real-Time Transcription

Trends Analysis

Event Reconstruction

Performance Management

Real-time Dashboards

Flexible Consumption Model



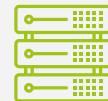
Your Cloud

We provide a multi-tenanted solution that allows you to deliver SaaS recording alongside your hosted Mitel platform.



Our Cloud

We can deliver the service for you as a SaaS offering from our secure, resilient cloud platform.



On Premises

We can also provide our capabilities as an on-premises solution either as a perpetual or SaaS based license.

Not just Mitel

Our solution doesn't just work with Mitel, we are platform agnostic and seamlessly integrate across a broad range of communication solutions and legacy recorders.

Telephony Platforms

Such as Avaya, Cisco.

Cloud Telephony

Such as RingCentral, Five9's.

Collaboration Platforms

Such as MS Teams

Omni-Channel

Including Video, SMS, Radio, Chat & Email

Specialist Systems

Such as Command & Control and Dealer Room systems

Legacy Recorders

Including Nice, Verint, RedBox & ASC

How We Help You

Land

For many opportunities if you have not got a credible recording solution, you don't even get to the table. We make sure you always have the right table stakes.

Expand

For your existing customers there is a tremendous opportunity to add value generate additional revenue from Interaction Recording & Analytics.

Retain

Not only does SaaS based recording generate recurring revenues, it adds that all important value that ensures customer loyalty and opens new opportunities.

How We Help Your Customers

Consolidating Legacy Recording Platforms & Creating A Single Pane of Glass

We help organisations to address their Legacy Recording Challenge by ingesting calls into our unified repository to create a single pane of glass. We are helping our customers to remove the cost of supporting legacy recording platforms, secure these recordings and make it far easier to search and replay.

We are also helping them to ensure the compliance of legacy recordings through the redaction of personal data and remediating toxic data.

Past

Enabling Them To Capture, Analyse And Act in Real-Time

We enable businesses, contact centres, control rooms and trading floors to capture and analyse every interaction. To ensure compliance and ethical business through real-time transcription and analysis and alerting issues immediately to those who need to be aware.

We drive operational performance, by providing the insights into every conversation enabling them to monitor and manage quality, detect vulnerability and action training and coaching to improve effectiveness.

Present

Unlocking Real Insight Into Interactions & Events To Help Guide The Future

We provide smart analytics to drill down on every conversation and to uncover invaluable insights that would normally be missed. For contact centres we identify trends in customer behaviour and preferences to shape future engagement.

For financial trading we analyse compliance of each transaction and across transactions to uncover hidden anomalies. And for public safety operators we enable them to replay each incident to allow them to learn valuable lessons.

Future

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